ABSTRACT

A novel plug-in for use with a standard network management software and a process for monitoring network devices utilizing such a plug-in. The standard network management software will already exist on a network and will operate to discover all devices on a network and store information about the discovered devices in a database. The plug-in can access the database and identify a first set of network devices from the database, and poll the first set of network devices for information. The plug-in can further utilize the information from the polled first set of network devices to set predetermined properties for at least one of the first set of network devices, and can determine error conditions in the first set of network devices from the information from the polled first set of network devices. The plug-in can further report at least one of the error conditions to a device management facility by an e-mail message, that can be encrypted. The plug-in can report both high priority error conditions as they occur, and/or can report lower priority error conditions only if they persist for a predetermined period of time.